

# Isle Develop Email Hosting - Privacy Policy

**Last updated: 18 May 2026**

This policy explains what personal data we collect when you subscribe to and use our email hosting service, why we collect it, how long we keep it, and the rights you have over it.

It's written to comply with UK GDPR and the Data Protection Act 2018.

## 1. Who we are

Isle Develop CIC (company number SC667689) is the data controller for your email hosting account.

Registered address: Coll View, Caolis, Isle of Tiree, PA77 6TS. Contact: email@isledevelop.com.

We're registered with the Information Commissioner's Office (ICO) - registration number ZA891420.

## 2. What data we collect

**When you sign up:**

- Your name
- Your email address (the one we'll be hosting)
- A contact email address (if different from the one we're hosting)
- Billing details, handled by Stripe - we don't store your card number
- Your address if needed for billing

**When you use the service:**

- The contents of your mailbox - all your inbox, sent, drafts and folder contents
- Contacts, address books and calendar data if you store these on the server
- Technical logs - IP addresses, timestamps, sender and recipient addresses, message sizes - needed to deliver email and look into problems
- Spam and virus scanning metadata

## 3. Why we collect it and the legal basis

What	Why	Legal basis
Name and contact details	To provide the service and contact you about it	Contract
Billing data	To take payment	Contract
Mailbox contents	To host your email	Contract
Technical logs	To deliver email, prevent abuse, investigate issues	Legitimate interest
Spam metadata	To filter spam	Legitimate interest
Records for HMRC	To meet our legal obligations	Legal obligation

## 4. Where your data is stored

Email data is stored in the UK on servers operated by [Stablepoint](#), our hosting partner. Twice-daily backups are also held in the UK.

Billing data is held by Stripe under their own terms and privacy notice.

## 5. Who we share data with

We do not sell your data. We share it only with:

- **Stablepoint** - UK hosting provider, holds your mailbox and backups
- **Stripe** - payment processor, holds billing data
- **HMRC and other authorities** where the law requires us to share
- **Our professional advisers** (for example, accountants or lawyers) under confidentiality, where needed to run our business

All processors are bound by data processing agreements.

## 6. How long we keep it

Data	Retention period
Mailbox contents	While your account is active, plus 30 days after cancellation
Account records	6 years after cancellation (HMRC requirement)

Billing records	6 years from the transaction (HMRC requirement)
Technical logs	Typically 30 to 90 days
Spam scanning data	Up to 30 days
Backups	Most recent backups, rotated regularly

## 7. Security

We use industry-standard security measures including:

- Encrypted connections (TLS) for sending and receiving email
- Encrypted backups, held in the UK
- Access controls and audit logs on hosting infrastructure
- Two-factor authentication on administrative accounts
- Regular security updates from Stablepoint

No system is perfectly secure. If a breach affects your data and the risk is high, we'll let you know and tell the ICO within 72 hours.

## 8. Your rights

Under UK GDPR you have the right to:

- **Access** the data we hold about you
- **Correct** inaccurate data
- **Delete** your data (subject to legal limits, for example HMRC retention)
- **Restrict** or **object** to how we process your data
- **Move** your data to another provider (data portability)
- **Withdraw consent** where consent is the legal basis

To exercise any of these rights, email [email@isledevelop.com](mailto:email@isledevelop.com). We'll respond within one month. There's no charge unless your request is repetitive or excessive.

## 9. Children

The service is not intended for children under 16. If you're under 16, a parent or guardian needs to set up and manage the account.

## 10. Cookies

The isledevelop.com sign-up page uses a small number of essential cookies needed for the checkout to work. Webmail uses session cookies needed for you to stay logged in. We don't use tracking or advertising cookies.

## 11. Complaints

If you're not happy with how we handle your data, please contact us first - [email@isledevelop.com](mailto:email@isledevelop.com) - and we'll do our best to put things right.

You also have the right to complain to the Information Commissioner's Office (ICO):

- Website: [ico.org.uk](http://ico.org.uk)
- Phone: 0303 123 1113
- Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

## 12. Changes to this policy

We'll update this policy from time to time. The "Last updated" date at the top shows when. Material changes will be sent to you by email.

## 13. Contact

Data protection questions: [email@isledevelop.com](mailto:email@isledevelop.com).